

July 21, 2010

**Los Angeles County  
Board of Supervisors**

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Fifth District

**TO:** Each Supervisor

**FROM:** John F. Schunhoff, Ph.D.   
Interim Director

**SUBJECT: REQUEST TO AMEND INFORMATION  
TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDER 06-1032  
WITH COMPUTER PROFESSIONALS UNLIMITED,  
INC., FOR INFORMATION TECHNOLOGY SUPPORT  
SERVICES**

**John F. Schunhoff, Ph.D.**  
Interim Director

**Gail V. Anderson, Jr., M.D.**  
Interim Chief Medical Officer

This is to notify you of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order 06-1032 with Computer Professionals Unlimited, Inc., to extend the term and increase the total maximum dollar amount. This request is to extend this Work Order to June 30, 2011 and to increase the total maximum allocation by \$138,685 from \$390,000 to \$528,685. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

### **BACKGROUND**

The Health Services Administration Information Technology office maintains numerous Novell Netware and GroupWise servers in use within the Los Angeles County Department of Health Services (DHS). There are approximately 33 post offices and 12 sites running on Compaq series hardware. There are three initiatives in progress that will be supported:

1. SUSE Linux upgrade-migration of all Novell NetWare servers to SUSE Linux Enterprise Server at Health Services Administration and the provision of systems administration support and services to other DHS locations.
2. Novell GroupWise 8.0 clustering – migration of all Novell servers from GroupWise 6.5 to GroupWise 8.x across the DHS enterprise.
3. Enterprise consolidation of GroupWise servers – concurrent with the migration to GroupWise 8.x will be the consolidation of all GroupWise servers to two physical locations traversing the DHS Enterprise Network (EN), an ATM-based (Frame Relay backup) wide area network.

This Work Order was competitively bid and executed in February, 2007 in the amount of \$190,000, and \$200,000 was subsequently added to this Work Order through an amendment in November 2008 and again in August 2009 for a total of \$390,000.

313 N. Figueroa Street, Suite 912  
Los Angeles, CA 90012

Tel: (213) 240-8101  
Fax: (213) 481-0503

[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)

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## **SCOPE**

This Work Order provides one senior information systems administrator who will continue to work with project managers to perform the following work:

- **Suse Linux Systems Administration.** This includes assisting with Linux system upgrades, patch testing and installation, domain maintenance and administration, problem reporting, problem remediation, other troubleshooting, support, and disposition of DHS end-user and technical staff problem reports.
- **GroupWise Systems Administration.** This includes GroupWise database maintenance and repair, assistance with GroupWise system upgrades, assistance with GroupWise Post Office consolidation, assistance with piloting and testing of GroupWise components, supporting and troubleshooting GroupWise related problems, escalation of high priority issues through Novell support, and other tasks not directly related to systems administration. This includes problem management activities such as tracking, coordination, and management of problem reports and service requests, maintenance of logs and status reports, attending status and other administrative meetings with DHS staff, and any other administrative activities as directed by the DHS Project Manager.
- **Evaluate New Products and Services.** Evaluate, test and provide detailed reports and recommendations on new hardware and software applications and services.
- **Risk Assessment.** This includes the establishment of procedures for conducting risk assessment, threat analysis and risk management; the identification of security gaps and non-compliance in business processes with respect to HIPAA/security best practices.
- **Administration.** This includes problem management activities such as tracking, coordination, and management of problem reports and service requests, maintenance of logs and status reports, attending status and other administrative meetings with DHS staff, and any other administrative activities as directed by the DHS Project Manager.
- **Mentoring and Knowledge Transfer.** This includes working with DHS technical staff and facilitating the transition of support responsibilities to DHS technical staff.

## **JUSTIFICATION**

DHS does not have in-house experienced Linux administrators to perform the required work. The extension of this Work Order is essential in order to continue the development and enhancement of DHS' global directory used for the department's intranet sites, LAN's, WAN's, Enterprise Applications such as GroupWise, EDirectory, Microsoft Active Directory, Identity Manager, and Internet.



Currently there are eight full-time employees working within the Technical Services Section in DHS assisting in the development and support of servers for the department. Additional staff resources have been requested in order to keep up with the department's technical growth and new project demands. DHS continues its efforts to attract comparably qualified permanent replacements within the budgeted items allocated.

When a position is made available, DHS will convert this consultant to a full-time employee to oversee the administration of the new system and technologies being implemented.

Even with the virtualization of 80 percent of Enterprise Application systems, migration of GroupWise Web access agents to Linux, configuration of LDAP and SOP services accomplishments, our section still requires improvements related to the quality, reliability, security and performance in order to meet the ever-increasing demands for this skill set.

#### **FISCAL IMPACT**

The hourly rates for this contractor will remain the same during the extended term of this Work Order.

The funds for this project are currently in the Fiscal Year 2009-2010 Health Services Administration Budget and will be requested in the FY 2010-11 Budget.

#### **CLOSING**


Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by August 13, 2010, we will request that ISD proceed with the amendment of this Work Order.

If you have any questions or require additional information, please let me know.

JFS:gc

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Chief Information Office  
Internal Services Department

**NOTED AND APPROVED:**

  
Richard Sanchez  
Chief Information Officer

8-4-10  
Date